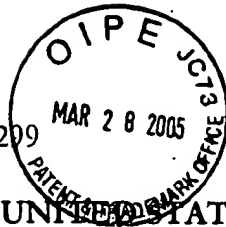


Docket No.: K-0209



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

**EXPEDITED PROCEDURE  
UNDER 37 C.F.R. §1.116**

Sang Kap Park et al.

Serial No.: 09/893,688

Group Art Unit: 2161

Confirmation No.: 4954

Examiner: Brian D. Goddard

Filed: June 29, 2001

**Customer No.: 34610**

For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION  
METHOD THEREOF

**REPLY AND/OR AMENDMENT**  
**UNDER 37 C.F.R. §1.116**

U.S. Patent and Trademark Office  
Customer Window, Mail Stop AF  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

In response to the Office Action dated December 28, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 18 of this paper.

Do Not  
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4/14/05  
BC